

## PROVIDER ALERT

Alert#: PA-2018-08  
Issued: June 15, 2018  
To: All CT BHP Providers  
Subject: CT BHP Psychiatric Inpatient Bed Search Function - ProviderConnect

Dear Provider,

The Connecticut Behavioral Health Partnership (CT BHP) has been collaborating with the Connecticut Hospital Association (CHA), Emergency Departments (EDs), and inpatient units for many years to reduce lengths of stays in the EDs for Medicaid members. One barrier frequently raised by the EDs is the lack of real-time bed availability information across all hospitals, resulting in delayed admissions and redundancy while multiple hospitals search for beds. To partially address this concern, the CT BHP is excited to announce that on May 14<sup>th</sup>, a centralized bed tracking system for inpatient psychiatric hospitals was implemented through the ProviderConnect registration/authorization portal.

The intent of the CT Bed Tracking System is to improve the efficiency of locating a psychiatric hospital bed for individuals who need inpatient treatment, resulting in quicker access to treatment and a reduction of time spent in the ED. This system will streamline and improve the referral and admissions process for HUSKY recipients, providers, and the CT Behavioral Health Partnership.

Since May 14<sup>th</sup>, psychiatric inpatient providers have been updating their inpatient bed availability on a twice daily basis and effective June 18th, 2018, the Bed Search function will be available to all CT BHP providers to locate a psychiatric hospital bed for individuals requiring inpatient psychiatric treatment.

***Please note: A listed vacancy does not guarantee admission. The facility will need to be contacted to ensure that the vacancy exists since last update and the member meets medical necessity for inpatient psychiatric admission.***

Attached to this alert are instructions for ProviderConnect application users to initiate a Bed Search for inpatient psychiatric beds. The training manual will also be posted to the CT BHP website.

If you have any questions, please feel free to contact the Provider Relations Department at 1-877-552-8247, options 1, 3, 7.

The Provider Relations Department  
Connecticut Behavioral Health Partnership

## Searching for Available Psychiatric Inpatient Beds in ProviderConnect

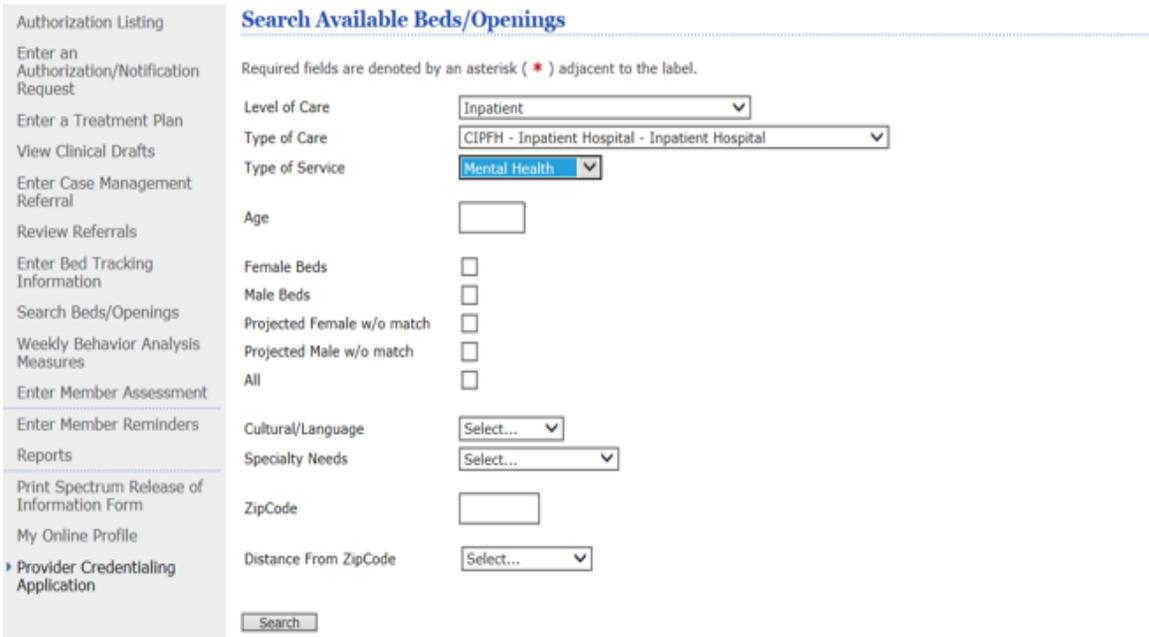
ProviderConnect users can search for available inpatient beds using the following process:

1. Select the **Search Beds/Opening** link from either the left navigational menu or the middle of the ProviderConnect homepage.



2. On the Search Available Beds/Opening page, ProviderConnect users can specify which type of beds they are requesting by utilizing the following fields:

- Level of care (**select Inpatient**)
- Type of care (**select CIPFH - Inpatient Hospital – Inpatient Hospital**)
- Type of service (select Mental Health)
- Age
- Female/ Male beds
- All
  - Specialty needs
  - Zip Code
  - Distance from zip code



The screenshot shows the 'Search Available Beds/Opening' page. The page has a left navigation menu and a main content area. The main content area contains a search form with the following fields:

- Level of Care: Inpatient (dropdown menu)
- Type of Care: CIPFH - Inpatient Hospital - Inpatient Hospital (dropdown menu)
- Type of Service: Mental Health (dropdown menu)
- Age: [ ] (text input)
- Female Beds:
- Male Beds:
- Projected Female w/o match:
- Projected Male w/o match:
- All:
- Cultural/Language: Select... (dropdown menu)
- Specialty Needs: Select... (dropdown menu)
- ZipCode: [ ] (text input)
- Distance From ZipCode: Select... (dropdown menu)

There is a 'Search' button at the bottom of the form. A note above the form states: 'Required fields are denoted by an asterisk ( \* ) adjacent to the label.'

**Please Note:** Users searching for inpatient beds should not use the “Projected Female w/o Match” and “Projected Male w/o Match” fields

- Once users enter their search criteria and click the **Search** button, the matching search results will appear on the next page.

### Provider/Facility Search Results

The information displayed indicates the most current information we have on file.

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| Provider ID   | Facility Name     | Provider Type  | Specialty Needs   | Distance From Specified Zip Code in Miles |           |                  |                |
|---------------|-------------------|--|-------------------|---|-----------|------------------|----------------|
| Vendor ID     | Vendor Name       | Vendor Address/Phone   | Cultural/Language | Current Vacancy Both Gender               |           |                  |                |
| Level of Care |                   | Type of Care   |                   | Type of Service                           |           |                  |                |
| Age From      | Age To            | Female   | Male              | Female Flex                               | Male Flex | Projected Female | Projected Male |
| CBHP002134    | HARTFORD HOSPITAL | FG   |                   |   |           |                  |                |
| VCB003686     | HARTFORD HOSPITAL | 200 RETREAT AVE-INP<br>HARTFORD, CT,<br>06106-3309<br>(860) 545-7200 |                   |   |           |                  |                |
|               | I - Inpatient     | CIPFH - Inpatient Hospital - Inpatient Hospital                      |                   | P - Mental Health                         |           |                  |                |
| 0             | 99                | 10   | 11                | 3   | 4         |                  |                |

[Return to Search Available Bed/Opening](#)

### Notes about Searching for Available Beds:

- Providers can only select one Cultural/Language and one Specialty Needs per search. If the facilities have other languages and specialty needs, these will also display along with what was selected.
- The ProviderConnect Bed/Opening Search Results screen will display up to 150 records and display a message to the user when only the first 150 records are being displayed to the user.
- Projected Female/Male Beds Without Match refers to beds that will become available within the next 30 days that have not yet been reserved for another member. Projected matches will not return results for any level of care except Residential or Group Home therefore it is not appropriate for users searching for inpatient psychiatric beds.
- The more specific or complicated your search parameters are, the more limited your search results will be. To get the most comprehensive list of available inpatient beds, try searching only by Level of Care, Type of Care, and Type of Service.